**Pre-market Engagement for the Provision of a Merchant Service for Essex County Council**

Essex County Council (ECC) is at an early stage in procuring a Merchant Service Solution, and prior to formulating any formal procurement opportunity, seeks input from the market.

The council is looking for the intended solution to provide the following:

1. Provide back-end Merchant Card Acquiring Services to take all ECC card and wallet type, including but not limited to ApplePay, AndroidPay and SamsungPay or take card payments as part of the day-to-day services provided by ECC. These include but are not limited to all electronic payments, ECC Registration Services, ACL, Blue Badge, Libraries, County Parks and Outdoor Centres and many more.
2. needs to be able to supply a variety of hardware solutions including: Fixed terminals, Mobile terminals, Bluetooth terminals, Contactless terminals, Unattended terminals, P2PE terminals, Virtual terminals.
3. Need to have accreditation with our Finance System provider Access Suite/ Access Group/ PaySuite as part of the interface.
4. Provide any current and upcoming innovations on a quarterly/ annual basis.
5. Potential and/or known demand/volumes for requirement, e.g. Six training courses for 10 attendees or volume of goods. Currently, we have merchant IDs. 29 MIDs are used for terminals supplied by current Merchant Acquirer and rest of them are used for terminals supplied by Access Group. and average volume of transaction per annum is c480,000.
6. Anticipated interfaces within ECC systems, specifically software/hardware which may need to work on ECC’s infrastructure. We will require an interface for reporting purposes. This would be required via HTTPS API, SFTP and secured email with the option for access via Single Sign on access.

This exercise will provide an opportunity for the Council to obtain insight into the nuances of the marketplace. It also gives useful early insight into the likely level of interest from that market. This will help shape the requirement.

Any information gathered will not be considered in any future tender evaluation exercise. Participation or non-participation in this pre-procurement market engagement shall not prevent any supplier/provider participating in a potential procurement process nor is it intended that any information supplied shall place any supplier/provider at an advantage in any forthcoming procurement process.

**Pre-Market Engagement Questions**

Interested parties can provide responses to all or some of the questions. Please feel free to provide additional information regarding services offered which you think the Council would find useful in relation to this exercise.

Interested Parties should note that any responses received during this exercise will be treated as confidential information and it is the intention of the Council not to share this information with any third parties.

Answers to questions submitted should be no more than 500 words per question and should be submitted to tyno.tong@essex.gov.uk, no later than 5:00p.m. on 22/11/2024.

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| Question 1: Are you able to provide back-end Merchant Card Acquiring Services in order to take all ECC card and wallet type, including but not limited to ApplePay, AndroidPay and SamsungPay, and supply a variety of hardware solutions including: Fixed terminals, Mobile terminals, Bluetooth terminals, Contactless terminals, Unattended terminals, P2PE terminals, Virtual terminals. If your organisation only covers part of the requirements, please detail what your organisation does or does not cover. |
| Response 1: |
| Question 2: Do you have experience / capability to have accreditation with our Finance System provider Access Suite/ Access Group/ PaySuite as part of the interface.  |
| Response 2:  |
| Question 3: Have you ever bid for the services above via an open tender procedure? If so, whose terms and conditions was the contract to be executed under? |
| Response 3: |
| Question 4: Would you consider bidding for the above service via an open tender route? If so, are there particular terms and conditions that you would require in order to bid if the contract were to be executed under ECC’s terms and conditions? |
| Response 4: |
| Question 5: Is there anything else which would affect your organisations appetite to bid on the aforementioned services? |
| Response 5: |